

# United States Patent and Trademark Office

UNITED STATES DEPARTMENT OF COMMERCE United States Patent and Trademark Office Address: COMMISSIONER FOR PATENTS P.O. Box 1450 Alexandria, Virginia 22313-1450 www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/824,692	04/04/2001	Yuji Uota	045054/0139	9658
22428	7590 06/30/2005		EXAMINER	
FOLEY AND LARDNER			YIGDALL, MICHAEL J	
SUITE 500 3000 K STRE	ET NW		ART UNIT	PAPER NUMBER
WASHINGTO	ON, DC 20007		2192	
			DATE MAILED: 06/20/2004	•

Please find below and/or attached an Office communication concerning this application or proceeding.

			MM			
	Application No.	Applicant(s)				
	09/824,692	UOTA, YUJI				
Office Action Summary	Examiner	Art Unit				
	Michael J. Yigdall	2192				
The MAILING DATE of this communication a Period for Reply	ppears on the cover sheet w	vith the correspondence ad	ldress			
A SHORTENED STATUTORY PERIOD FOR REF THE MAILING DATE OF THIS COMMUNICATION  - Extensions of time may be available under the provisions of 37 CFR after SIX (6) MONTHS from the mailing date of this communication.  - If the period for reply specified above is less than thirty (30) days, a r  - If NO period for reply is specified above, the maximum statutory perion  - Failure to reply within the set or extended period for reply will, by state than three months after the may be a provided by the Office later than three months after the may be a part of the may be a provided by the Office later than three months after the may be a part of the may be a provided by the Office later than three months after the may be a part of the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the may be a provided by the Office later than three months after the maximum than the provided by the Office later than three months after the maximum three	N. 1.136(a). In no event, however, may a eply within the statutory minimum of the dwill apply and will expire SIX (6) MC ute, cause the application to become A	n reply be timely filed irty (30) days will be considered timel DNTHS from the mailing date of this control ABANDONED (35 U.S.C. § 133).				
Status						
1) Responsive to communication(s) filed on 08	April 2005.					
	nis action is non-final.	•				
· <u>-</u>	Since this application is in condition for allowance except for formal matters, prosecution as to the merits is					
•	closed in accordance with the practice under Ex parte Quayle, 1935 C.D. 11, 453 O.G. 213.					
Disposition of Claims						
4) ☐ Claim(s) 1-22 is/are pending in the application. 4a) Of the above claim(s) is/are withdrawn from consideration.  5) ☐ Claim(s) is/are allowed.  6) ☐ Claim(s) 1-22 is/are rejected.  7) ☐ Claim(s) is/are objected to.  8) ☐ Claim(s) are subject to restriction and/or election requirement.						
, — · · · · · · · · · · · · · · · · · ·	izor election requirement.					
Application Papers						
9) The specification is objected to by the Examiner.						
10) The drawing(s) filed on is/are: a) accepted or b) objected to by the Examiner.						
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).						
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).  11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.						
Priority under 35 U.S.C. § 119						
12) Acknowledgment is made of a claim for foreignation a) All b) Some * c) None of:  1. Certified copies of the priority documes 2. Certified copies of the priority documes 3. Copies of the certified copies of the priority application from the International Bures * See the attached detailed Office action for a lie	ents have been received. ents have been received in riority documents have bee eau (PCT Rule 17.2(a)).	Application No n received in this National	Stage			
Attachment(s)						
1) Notice of References Cited (PTO-892)		Summary (PTO-413)				
<ul> <li>2) Notice of Draftsperson's Patent Drawing Review (PTO-948)</li> <li>3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/C Paper No(s)/Mail Date</li> </ul>		o(s)/Mail Date Informal Patent Application (PTC 	O-152)			

M

Application/Control Number: 09/824,692 Page 2

Art Unit: 2192

### **DETAILED ACTION**

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on January 20, 2005 has been entered. Claims 1-22 are pending.

# Response to Arguments

2. Applicant's arguments with respect to the claims have been considered but are moot in view of the new ground(s) of rejection.

Specifically, Applicant contends that Watanabe does not disclose that only those users who have already received the functional unit will be automatically notified of the reply information (Applicant's remarks, page 12, first paragraph). However, Parthesarathy discloses that only those users who have already received a software application will be automatically notified of update information (see, for example, the abstract).

## Claim Objections

3. The objection to claim 11 set forth in the previous Office action is withdrawn in view of Applicant's amendment.

Application/Control Number: 09/824,692 Page 3

Art Unit: 2192

# Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

- (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.
- 5. Claims 1-13 and 16-22 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Pat. No. 6,157,947 to Watanabe et al. (art of record, "Watanabe") in view of U.S. Pat. No. 6,393,490 to Stiles et al. (art of record, "Stiles") in view of U.S. Pat. No. 6,353,926 to Parthesarathy et al. (art made of record, "Parthesarathy").

With respect to claim 1 (currently amended), Watanabe discloses a system development method for developing a system using a development-support system (see, for example, the abstract) made up of a server used to provide information about functional units each implementing a different function and files describing said different functions, at least one developer client to develop said functional units and at least one user client to develop said system configured to perform desired operations by combining said functional units (see, for example, column 2, lines 48-57, which shows a server for providing intellectual property, i.e. functional unit information, and user clients for designing systems based on the intellectual property or functional units, noting that the functional units are inherently developed by developer clients prior to distribution), wherein all of said server, said at least one developer client, and said at least one user client are connected through an internet (see, for example, FIG.

- 3, which shows the connections between the servers and the clients, including Internet 110), comprising:
- (a) a first step, to be taken by said at least one user client, of registering an operator of said user client as a user of said development-support system (see, for example, column 6, lines 41-49, which shows registering users);
- (b) a second step, to be taken by said at least one user client, of obtaining, by referring to information about said functional units, files describing a plurality of said functional units which are needed for development of said system (see, for example, column 7, line 59 to column 8, line 3, which shows transferring files describing the intellectual property or functional units);
- (c) a third step, to be taken by said user client, of developing said system by combining files describing said plurality of said functional units (see, for example, column 17, lines 26-49, which shows developing a system based on the files);
- (d) a fourth step, to be taken by said at least one user client, of transmitting question information about at least one of said functional units or keyword information regarding information required for development of said system to said server, when said system does not operate properly due to malfunctions of said at least one of said functional units or when said information required for development of said system using said at least one of said functional units is to be acquired (see, for example, column 18, line 64 to column 19, line 19, which shows providing keywords to retrieve or acquire necessary information);
- (e) a fifth step, taken by said server, of accepting and registering said question information, said registering including storing said question information in association with said at least one functional unit (see, for example, FIG. 4 and column 6, lines 10-20, which shows

registering and storing question information in association with the intellectual property or functional units).

Although Watanabe discloses providing questions and answers (see, for example, column 5, lines 34-48), Watanabe does not expressly disclose transmitting said question information to said at least one developer client of said at least one of said functional units.

However, Stiles discloses transmitting a question to the developer when the user encounters a defect or malfunction (see, for example, column 5, line 46 to column 6, line 4), for the purpose of improving customer service (see, for example, column 3, lines 53-65).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to supplement the questions and answers of Watanabe with the means taught by Stiles for reporting and responding to malfunctions, in order to improve customer service.

Watanabe in view of Stiles further discloses:

- (f) a sixth step, taken by said at least one developer client, of transmitting reply information to said question information to said server (see, for example, Stiles, column 6, lines 34-38, which shows transmitting a reply to the question);
- (g) a seventh step, taken by said server, of registering said reply information, said registering including storing said reply information in association with said at least one of said functional units (see, for example, Watanabe, FIG. 4 and column 6, lines 10-20, which shows registering and storing answer information or reply information in association with the intellectual property or functional units).

Although Watanabe discloses transmitting reply information, such as notifications of new intellectual property, to only those users who have registered an interest in receiving such reply information (see, for example, column 19, lines 22-29), Watanabe does not expressly disclose:

(h) an eighth step of transmitting said reply information only to other user clients and other developer clients who have already acquired said at least one of said functional units.

However, Parthesarathy discloses sending software updates to only those users who have already acquired the software and subscribed to receive such updates (see, for example, column 5, line 61 to column 6, line 10), so as to automatically notify the users of the updates (see, for example, column 2, lines 2-7).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to transmit the reply information of Watanabe and Stiles to only those user clients and developer clients who have already acquired the intellectual property or functional unit, such as taught by Parthesarathy, so as to automatically notify the clients of the reply information.

Watanabe in view of Stiles in view of Parthesarathy further discloses:

(i) a ninth step, to be taken by said at least one user client, of obtaining, when necessary, a file of another functional unit, based on said reply information to said question information or on said information retrieved according to said keyword information and, if necessary, of changing design to develop said system and checking operations of the resulting system (see, for example, Watanabe, column 19, lines 22-29, which shows receiving or obtaining new intellectual property, i.e. files for other functional units).

With respect to claim 2 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein, in said second step, said files of said plurality of said

functional units are allowed to be obtained only when an application for individual or collective acquisition of said files is made and a right to acquire said files is granted through examination of the application for acquisition of each of said functional units or of every collective group of said functional units (see, for example, Watanabe, column 18, lines 35-61, which shows an approval process for granting the right to obtain the files).

With respect to claim 3 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein, in said fourth step, when any question about said functional units that has been already asked is contained in said question information, a notification informing that said question about said functional units has been already asked is provided, and other information required for development of said system is able to be obtained (see, for example, Watanabe, column 5, lines 34-48, which shows providing intellectual property information for development that includes questions and answers, i.e. questions about the functional units that have already been asked).

With respect to claim 4 (previously presented), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said reply information to said question information is additionally transmitted to a user having wanted to obtain said files but having not yet obtained said files and, when there is a model functional unit that has been used as a model for development of said functional unit, a user having developed said model functional unit (see, for example, Watanabe, column 5, lines 34-54, which shows sharing intellectual property, which includes questions and answers, among user clients and developer clients, noting that the question and answers, i.e. the question information and the corresponding reply information, may

be transmitted to a user who has not yet obtained any files or to user who has developed a model functional unit).

With respect to claim 5 (previously presented), Watanabe in view of Stiles in view of Parthesarathy further discloses a tenth step of transmitting, when said developer of said at least one of said functional units has found a malfunction of said at least one of said functional units, contact information notifying that said at least one of said functional units have said malfunction and information about a method for taking a measure against said malfunction (see, for example, Watanabe, column 19, lines 22-29, which shows automatically transmitting notifications when new intellectual property is available, and see, for example, Stiles, column 2, lines 18-21 and column 6, lines 34-38, which further shows transmitting information from the developer to notify users of defects or malfunctions that have been identified and to provide appropriate solutions).

With respect to claim 6 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said system is a semiconductor device and said functional unit is a basic logic element or a basic logic circuit constructed by combining a plurality of said basic logic elements (see, for example, Watanabe, column 16, lines 15-24, which shows developing a semiconductor device based on circuit data).

With respect to claim 7 (original), Watanabe in view of Stiles further discloses the limitation wherein said system is a semiconductor device and said functional units include a central processing unit, storage device, buffer, and peripheral device and wherein a file of said peripheral device is so constructed as to be able to select either of a file to implement its function by using hardware or a file to implement its function by using software (see, for example,

Watanabe, column 8, lines 29-44 and column 13, line 43 to column 14, line 45, which show functional units of a semiconductor device including processing units, memories or storage devices, buffers and peripheral devices, and see, for example, Watanabe, column 17, lines 26-49, which shows implementing functions using hardware and software).

With respect to claim 8 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said system is software and said functional units are routines or objects to perform predetermined processing (see, for example, Watanabe, column 17, lines 26-49, which shows software-based design stages in which the functional units are specified as functions or routines in the C or C++ languages).

With respect to claim 9 (currently amended), the steps and features recited in the claim are analogous to the limitations recited in claim 1 (see the rejection of claim 1 above). Note that Watanabe in view of Stiles in view of Parthesarathy further discloses a storage medium storing a system development program for causing a computer to execute the recited method (see, for example, Watanabe, column 3, lines 8-16).

With respect to claim 10 (currently amended), Watanabe discloses a development-support system (see, for example, the abstract) comprising:

- (a) a server used to provide information about functional units each implementing a different function and files describing said different function (see, for example, column 2, lines 48-57, which shows a server for providing intellectual property, i.e. functional unit information);
- (b) at least one developer client to develop said functional units (note that the functional units are inherently developed by developer clients prior to distribution);

(c) at least one user client to develop a system configured to perform desired operations by combining said functional units (see, for example, column 2, lines 48-57, which shows user clients for designing systems based on the intellectual property or functional units); and

Page 10

- (d) wherein all of said server, said at least one developer client, and said at least one user client are connected through an internet (see, for example, FIG. 3, which shows the connections between the servers and the clients, including Internet 110); and
- (e) wherein said at least one user client obtains files of a plurality of said functional units (see, for example, column 7, line 59 to column 8, line 3, which shows transferring files describing the intellectual property or functional units) and develops said system by combining files of said plurality of functional units (see, for example, column 17, lines 26-49, which shows developing a system based on the files).

Although Watanabe discloses providing questions and answers (see, for example, column 5, lines 34-48), Watanabe does not expressly disclose the limitation wherein said at least one user client checks operations of the developed system and, as a result, when said developed system does not operate properly due to a malfunction of any one of said functional units, transmits question information about said malfunction of said malfunctioning functional unit to said server.

However, Stiles discloses checking the operation of a system and transmitting a question to the developer when the user encounters a defect or malfunction (see, for example, column 5, line 46 to column 6, line 4), for the purpose of improving customer service (see, for example, column 3, lines 53-65).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to supplement the questions and answers of Watanabe with the means taught by Stiles for reporting and responding to malfunctions, in order to improve customer service.

Watanabe in view of Stiles further discloses:

- (f) wherein said server, after having accepted and registered said question information (see, for example, Watanabe, FIG. 4 and column 6, lines 10-20, which shows registering and storing question information), transmits said question information to said at least one developer client of said malfunctioning functional unit (see, for example, Stiles, see column 5, line 46 to column 6, line 4, which shows transmitting the question to the developer);
- (g) wherein said at least one developer client transmits reply information to said question information to said server (see, for example, Stiles, column 6, lines 34-38, which shows transmitting a reply to the question); and
- (h) wherein said server accepts and registers said reply information, said registering including storing said reply information in association with said malfunctioning functional unit (see, for example, Watanabe, FIG. 4 and column 6, lines 10-20, which shows registering and storing answer information or reply information in association with the intellectual property or functional units).

Although Watanabe discloses transmitting reply information, such as notifications of new intellectual property, to only those users who have registered an interest in receiving such reply information (see, for example, column 19, lines 22-29), Watanabe does not expressly disclose the limitation wherein said server transmits said reply information only to said at least one user

client, other user clients having registered for said malfunctioning function unit and another developer client having an interest in said malfunctioning functional unit.

However, Parthesarathy discloses sending software updates to only those users who have already registered for the software and subscribed to receive such updates (see, for example, column 5, line 61 to column 6, line 10), so as to automatically notify the users of the updates (see, for example, column 2, lines 2-7).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to transmit the reply information of Watanabe and Stiles to only those user clients who have already registered for the intellectual property or functional unit, such as taught by Parthesarathy, so as to automatically notify the clients of the reply information.

With respect to claim 11 (previously presented), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said at least one user client makes an application for acquisition of each of a plurality of functional units or of said plurality of functional units collectively, said server examines said application for each of said plurality of functional units or for said plurality of functional units collectively and grants said at least one user client a right to acquire, and said at least one user client, based on the granted right, obtains files of said functional unit from said server (see, for example, Watanabe, column 18, lines 35-61, which shows an approval process for granting the right to obtain the files).

With respect to claim 12 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said server, only when said question information has been registered as coming from a user of said development-support system and said question

information has been transmitted from a user having obtained files of said functional units, accepts said question information (see, for example, Stiles, column 2, lines 15-17, which shows that users transmit question information to the developer, and column 4, lines 29-32, which shows that such users have already obtained the program files).

With respect to claim 13 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said server, when having already accepted and registered said question information about said functional units, registers said question information together with question information that has been already registered and transmits contents of said registration to said developer client (see, for example, Stiles, column 6, lines 4-8, which shows storing and categorizing the question information, and column 6, lines 21-25, which shows transmitting the contents to the developer client).

With respect to claim 16 (previously presented), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said server accepts said reply information only when said reply information has been transmitted by a user who has been registered as a user of said development-support system and who has developed said at least one functional unit (see, for example, Stiles, column 2, lines 18-21, which shows that developers transmit reply information to the user, and column 4, lines 21-22, which shows that such developers, inherently users of the development support system, have developed the program or functional units).

With respect to claim 17 (original), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said interested user is a user having obtained said files including a user having transmitted said question information, a user having wanted to obtain

developed a model functional unit).

said files but having not yet obtained said files or, when there is a model functional unit that has been used as a model for development of said functional unit, a user having developed said model functional unit (see, for example, Watanabe, column 5, lines 34-54, which shows sharing intellectual property that includes questions and answers; note that the question and answers, i.e. the question information and the corresponding reply information, may be transmitted to the user who submitted the question, to a user who has not yet obtained any files, or to user who has

Page 14

With respect to claim 18 (previously presented), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said developer client transmits, when said developer of said functional unit has found a malfunction of said malfunctioning functional unit. contact information notifying that said malfunctioning functional unit has said malfunction and information about a method for taking a measure against said malfunction, to said server (see, for example, Watanabe, column 19, lines 22-29, which shows automatically transmitting notifications when new intellectual property is available, and see, for example, Stiles, column 2, lines 18-21 and column 6, lines 34-38, which further shows transmitting information from the developer to notify users of defects or malfunctions that have been identified and to provide appropriate solutions).

With respect to claim 19 (previously presented), Watanabe in view of Stiles in view of Parthesarathy further discloses the limitation wherein said system is a semiconductor device and said at least one functional unit is a basic logic element or a basic logic circuit constructed by

combining a plurality of said basic logic elements (see, for example, Watanabe, column 16, lines 15-24, which shows developing a semiconductor device based on circuit data).

Page 15

With respect to claim 20 (original), the combination of Watanabe and Stiles in view of Parthesarathy further discloses the limitation wherein said system is a semiconductor device and said functional unit is a central processing unit, storage device, buffer, and peripheral device and wherein a file of said peripheral device is so constructed as to be able to select either of a file to implement its function by using hardware or a file to implement its function by using software (see, for example, Watanabe, column 8, lines 29-44, and column 13, line 43 to column 14, line 45. which show functional units of a semiconductor device including processing units, memories or storage devices, buffers and peripheral devices, and see, for example, Watanabe, column 17, lines 26-49, which shows implementing functions using hardware and software).

With respect to claim 21 (original), Watanabe in view of Stiles further discloses the limitation wherein said system is software and said functional units are routines or objects to perform predetermined processing (see, for example, Watanabe, column 17, lines 26-49, which shows software-based design stages in which the functional units are specified as functions or routines in the C or C++ languages).

With respect to claim 22 (currently amended), the steps and features recited in the claim are analogous to the limitations recited in claim 10 (see the rejection of claim 10 above). Note that Watanabe in view of Stiles in view of Parthesarathy further discloses a storage medium storing a system development program for causing a computer to execute the recited method (see, for example, Watanabe, column 3, lines 8-16).

6. Claim 14 is rejected under 35 U.S.C. 103(a) as being unpatentable over Watanabe in view of Stiles in view of Parthesarathy, as applied to claim 10 above, and further in view of U.S. Pat. No. 5,438,658 to Fitzpatrick et al. (art of record, "Fitzpatrick").

Page 16

With respect to claim 14 (previously presented), Watanabe in view of Stiles in view of Parthesarathy does not expressly disclose the limitation wherein said server transmits a date when a reply to said question information should be made by said at least one developer client and, if there is no reply by said date, transmits information urging said at least one developer client to make a reply and, if there is still no reply even after said date, again transmits information urging said at least one developer client to make a reply on every predetermined date.

However, Fitzpatrick discloses transmitting a date by which a response or reply should be made (see, for example, column 4, lines 10-15 and 29-32) and repeatedly transmitting a reminder to the user, i.e. the developer client, to respond to the information (see, for example, column 6, lines 3-29), so that a reply may be made prior to the specified date (see, for example, column 2, lines 41-45).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to include, in the system of Watanabe, Stiles and Parthesarathy, reply dates and reminders, such as taught by Fitzpatrick, for the purpose of soliciting a timely response from the developer.

7. Claim 15 is rejected under 35 U.S.C. 103(a) as being unpatentable over Watanabe in view of Stiles in view of Parthesarathy in view of Fitzpatrick, as applied to claim 14 above, and further in view of U.S. Pat. No. 6,321,133 to Smirnov et al. (art of record, "Smirnov").

With respect to claim 15 (previously presented), Watanabe in view of Stiles in view of Parthesarathy in view of Fitzpatrick does not expressly disclose the limitation wherein said server transmits information notifying that a predetermined penalty is imposed every time said reply is delayed by said one date behind said date or by said predetermined dates behind said date, together with said information urging said at least one developer client to make said reply, and an amount equivalent to said penalty is automatically drawn from a bank account every time said reply is delayed by one date behind said date or by predetermined dates behind said date.

However, Smirnov discloses levying a penalty when a task is not completed by a certain deadline, wherein the amount of the penalty is in some way associated with the length of the delay (see, for example, column 5, lines 44-61).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to extend the reminder notices of Watanabe, Stiles, Parthesarathy and Fitzpatrick with penalty information, and to levy such penalties when a reply is not made by the predetermined date, as taught by Smirnov, for the purpose of soliciting a timely response from the developer (see, for example, Fitzpatrick, column 2, lines 41-45).

Furthermore, it is well known that payments may be automatically posted to or drawn from a bank account. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to automatically draw the penalty levied by Watanabe, Stiles, Parthesarathy, Fitzpatrick and Smirnov from a bank account.

Application/Control Number: 09/824,692 Page 18

Art Unit: 2192

#### Conclusion

The prior art made of record and not relied upon is considered pertinent to Applicant's disclosure. U.S. Pat. No. 5,909,679 to Hall discloses a knowledge-based moderator for electronic mail help lists. U.S. Pat. No. 5,446,883 to Kirkbride et al. discloses a method and system for distributed information management and document retrieval. U.S. Pat. No. 6,065,136 to Kuwabara discloses a system for remote diagnosis of device troubles. U.S. Pat. No. 6,467,080 to Devine et al. discloses shared, dynamically customizable user documentation.

9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Michael J. Yigdall whose telephone number is (571) 272-3707. The examiner can normally be reached on Monday through Friday from 7:30am to 4:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tuan Q. Dam can be reached on (571) 272-3695. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

MY

Michael J. Yigdall

Examiner

Art Unit 2192

mjy

TUAN DAM SUPERVISORY PATENT EXAMINER